

SYSTEM AND METHOD FOR
CUSTOMIZED INTELLIGENT CONTACT ROUTING

ABSTRACT OF THE DISCLOSURE

In accordance with a particular embodiment of the present invention, a system and method for customized intelligent contact routing is provided. The customized intelligent contact routing system includes an intelligent contact manager and a classification engine coupled with the intelligent contact manager. The classification engine is operable to determine a classification to be used in handling a contact by applying a set of classification rules. The intelligent contact manager is operable to select an appropriate service and an appropriate target to deliver that service for the contact given the classification determined by the classification engine.